

Long Term Administrative Support Contract (LTASC)

Standard Operating Procedures

April 8, 2011



FOREWORD

The National Institutes of Health (NIH) Long-Term Administrative Support Contract (LTASC) vehicle is intended to assist the NIH community with obtaining administrative services on a long-term basis. The LTASC vehicle is structured as twenty-five contracts to small business entities. Task orders are to be issued under the twenty-five contracts to acquire services. The Standard Operating Procedures (SOP) herein contain guidelines for utilizing this vehicle, covering the roles and responsibilities of all three parties involved in the LTASC Procurement process, including the IC Task Order Team, LTASC Program Support Team, and vendor personnel.

To help users navigate the SOPs and easily find the information being sought, this document is organized in two sections:

- For general information regarding the contract vehicle and to understand details regarding roles, responsibilities, and task order management, refer to [VOLUME 1: LTASC Guidelines](#).
- For specific, streamlined guidance about how to use the LTASC electronic Government Ordering System (eGOS) to place a task order, refer to [VOLUME 2: eGOS User Manual](#).

Questions about the Standard Operating Procedures, all correspondence, official documents related to task order establishment, and administration should be directed to the LTASC Program Support Team.

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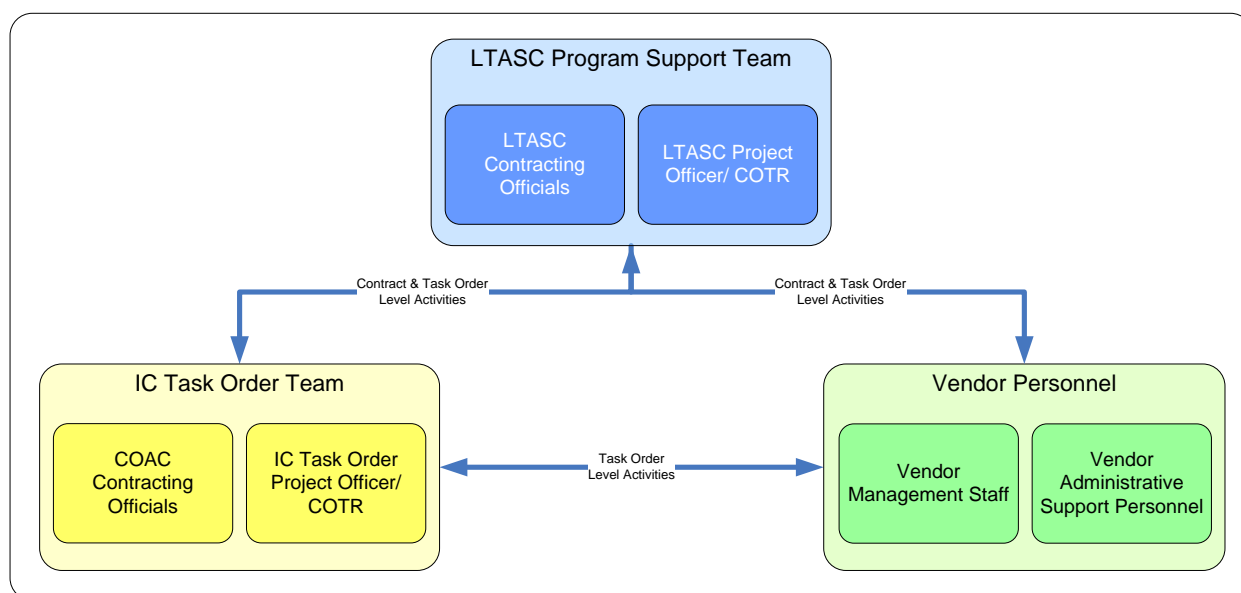
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ACRONYMS

Following is a list of acronyms used throughout this document.

<u>Abbreviation</u>	<u>Full Name</u>
COAC:	Consolidated Operations Acquisition Center
COTR:	Contracting Officer's Technical Representative
CV:	Curriculum Vitae
eGOS	Electronic Government Ordering System
FAIR:	Federal Activities Inventory Reform
FAR:	Federal Acquisition Regulations http://www.acquisition.gov/far
FASA:	Federal Acquisition Streamlining Act
IC:	Institutes and Centers
ID/IQ:	Indefinite Delivery/Indefinite Quantity
IGCE	Independent Government Cost Estimate
IPR:	In-Process Review
LTASC:	Long-Term Administrative Support Contract
NIH:	National Institutes of Health
OLAO:	Office of Logistics and Acquisitions Operations
OMB:	Office of Management and Budget
PDF:	Portable Document Format
QASP	Quality Assurance Surveillance Plan
QC:	Quality Control
SOW:	Statement of Work
SRD:	Selection Recommendation Document
TO:	Task Order
TORP:	Task Order Request Package

LTASC Organizational Chart



Additional details of the roles and responsibilities shown in this diagram are described in Volume 1 [Section 2](#) and [Section 3](#).

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Volume 1: LTASC GUIDELINES

1 GENERAL INFORMATION

The Long Term Administrative Support Contract (LTASC) is an acquisition vehicle available to all Institutes, Centers and Offices (ICs) within the National Institutes of Health (NIH) to obtain commercially provided administrative services on a long-term basis. This multiple award contract with twenty-five vendors is used by NIH to procure administrative services for a period of at least twelve months on a task order (TO) basis. In technical terms, LTASC is an Indefinite Delivery / Indefinite Quantity (ID/IQ) contract, which allows customers to order services after requirements materialize, providing NIH with flexibility in both quantities and delivery scheduling. Additional information including the scope, labor categories, and services related to LTASC can be found in the following sections.

1.1 Non-Personal Services

Federal personnel who are responsible for contract administration and monitoring will not supervise vendor personnel. As such, the vendor personnel assigned to render services shall at all times be employees of the vendors and under the direction and control of the vendors. Vendor employees shall not provide personal services under this contract. The management infrastructure of vendors is an important feature of the LTASC vehicle and vendors are expected to have the capacity to manage personnel assigned to perform the services required.

1.2 Labor Categories

Support under this contract will include the following administrative support and management labor categories.

1.2.1 Administrative Support Labor Categories

A brief description of the various levels of administrative support, including skill, education, and experience requirements, is given below. Additional examples of duties/services that may be performed under each category are described in the next section.

Labor Category	Education & Experience
Entry-Level Administrative Assistant (Admin 1)	High school diploma OR GED
Administrative Assistant (Admin 2)	High school diploma and two (2) years of related work experience
Senior Administrative Assistant (Admin 3)	College degree OR High school diploma and four (4) years of related work experience
Executive Assistant (Admin 4)	College degree and four (4) years of related work experience OR High school diploma and eight (8) years of related work experience

- **Entry-Level Administrative Assistant (Admin 1)**

The Admin 1 performs the most basic level of administrative functions including generic clerical activities such as greeting and directing visitors, fielding phone calls, and scheduling meetings. Additional duties may include filing and faxing. Candidates must have a minimum of a high school diploma **OR** GED, and basic computer skills to conduct internet research and perform limited data entry.

- **Administrative Assistant (Admin 2)**

In addition to the duties of Admin 1, the Admin 2 performs administrative and office support activities with an ability to multi-task and assist multiple NIH employees at once. Word processing, spreadsheet management, and advanced internet-based search are three key activities at this level. Candidates for this position must have a minimum of a high school diploma **and** two (2) years of related work experience.

- **Senior Administrative Assistant (Admin 3)**

The Senior Administrative Assistant is expected to perform complex administrative tasks and will typically be supporting senior level staff at NIH. Responsibilities include those described for Admin 2, but require more work experience within each function. Advanced computer skills and internet research skills are required. Prior work in a scientific research environment for a large Federal agency, as well as a firm knowledge of business administration is desired. Candidates must have a college degree OR a high school diploma **and** four (4) years of related work experience.

- **Executive Assistant (Admin 4)**

The Executive Assistant will perform all tasks described above as well as show an ability to work well with all levels of management and staff. A college degree **and** four (4) years of related work experience OR a high school diploma **and** eight (8) years of related work experience including advanced computer and internet research skills and an extensive knowledge of business administration will be required. Prior experience in a scientific research environment for a large Federal agency will be helpful. A comprehensive understanding of NIH, its organization and culture is also desired.

A modification to the base contract has allowed an administrative support position on an awarded task order to increase admin level (Admin 1 through Admin 4) during the life of the task order. An increase in admin level may occur if the individual in that position gains more experience or earns a degree while working on the task order qualifying him/her for the next admin level. Allowing this growth helps retain individuals that NIH customers have invested resources to train.

1.2.2 Management Labor Categories

Every vendor under LTASC is required to have at least one Program Manager (PM) and one Deputy Program Manager (DPM) available for this contract. These managers will act as the NIH points of contact to the vendor. A brief description of the various levels of management support, including skill requirement, is given below.

Labor Category	Education & Experience
Program Manager (PM)	College degree and five (5) years of relevant experience <u>OR</u> High school diploma and ten (10) years of relevant experience
Deputy Program Manager (DPM)	College degree and four (4) years of relevant experience <u>OR</u> High school diploma and eight (8) years of relevant experience

- **Program Manager (PM)**

The Program Manager will be responsible for the overall performance objectives, contract deliverables, quality control (QC), and the placement of qualified personnel on this contract. The Program Manager will serve as the vendor's authorized point of contact with NIH and shall ensure contract compliance and satisfactory performance. Candidates must have a college degree **and** at least five (5) years of relevant experience OR a high school diploma **and** ten (10) years of relevant experience in program management, staffing, budgeting, scheduling, and interacting with clients. Experience in a scientific research or clinical environment or a Federal agency is preferred.

• Deputy Program Manager (DPM)

The Deputy Program Manager will manage one or more task orders depending on the vendor's management structure and customer requirements. The Deputy Program Manager must have a working knowledge of the contract and some degree of authority to perform the Program Manager's role for limited periods of time when the Program Manager is unavailable. Candidates must have a college degree **and** at least four (4) years of relevant experience **OR** a high school diploma **and** eight (8) years of relevant experience. Relevant project management experience performing tasks such as staffing, budgeting, and scheduling is required in this role. Experience in a scientific research or clinical environment or a Federal agency is preferred.

While each vendor is required to provide one PM and one DPM, additional DPMs may be involved to help manage the contract. These additional DPMs may be assigned for either of two reasons:

- 1) Based on future contract requirements, it may be necessary for a vendor to assign additional Deputy Program Manager(s) to oversee administrative support personnel either (a) not accessible to the Program Manager (i.e., at a remote location) or (b) located in a large concentration (e.g., a Deputy Program Manager may provide service to an IC where a large number of administrative support personnel are operating). Since the management structure of the vendor is critical to the performance of the contract, this assignment of additional management personnel will generally be a responsibility of the vendor, with input from NIH. If additional management personnel affect the price then approval will be necessary.
- 2) An IC may choose to request additional Deputy Program Managers on-site (at NIH facilities) or off-site (at the vendor's facilities) depending on task order requirements. For instance, if an IC would like to procure ten administrative support personnel under a task order, that IC may also wish to employ the services of a Deputy Program Manager that is dedicated to managing those ten people. In such a case, this position will be included in the pricing of the task order and the IC will have input as to whether this situation is feasible.

The Government will allow the vendor to bill program management costs in accordance with the vendor's accounting system. Program management costs may be billed directly (e.g., based on hourly rates for the Program Manager and/or Deputy Program Manager) or indirectly (e.g., as an overhead cost built into the rates for administrative support personnel).

The Program Manager and one Deputy Program Manager shall be available for assignment to this contract on the effective date of the first task order award, and remain in their respective positions a minimum of twelve (12) months. However, the Program Manager and the Deputy Program Manager are not required to be designated full-time on this contract when off-site. The number of vendor personnel and workload required shall determine the extent of time the Program Manager and Deputy Program Manager dedicate to this contract. Either the Program Manager or the Deputy Program Manager shall be available for consultation during regular business hours.

1.3 Services

Since the administrative support function for this requirement is decentralized across NIH, each of the Agency's 27 ICs, and the operating units under the ICs, may have slightly different needs. The following grouping of activities has been developed to indicate the types of services administrative support personnel working under a vendor must be able to provide for this contract. It is important to note that the services are grouped based on similar tasks and not based on individual positions. Administrative support personnel in any labor category may be expected to perform some, many, or all of the services listed below; however, duties may not be limited to the services detailed.

Administrative Tasks for General Office Support Services	
Assembling, copying, faxing and scanning a variety of materials and ensuring proper distribution of copies as required	
Maintaining a variety of office logs and files	
Maintaining calendars	
Managing complex schedules and calendars	

Greeting visitors, answering the main office phone, and taking messages as required
Maintaining main staff directories
Preparing, writing, and editing a variety of correspondence including letters and memos
Preparing, creating, formatting, and editing spreadsheets, presentations, and charts
Assisting with performing searches of electronic and hardcopy files and databases for records, supportive data, and historical documents
Assisting in preparing or drafting initial correspondence in response to requests and in preparing an array of other documents for release in response to requests
Responding to first line inquiries from a wide variety of key public, internal, and external constituencies
Administrative Tasks for Services Support
Submitting and following up on requests for services (i.e. telephone, key request, and help desk, etc.)
Arranging for housekeeping, facility, and vehicle services
Ensuring office equipment is maintained and functional
Administrative Tasks for Travel Support Services
Preparing all types of travel orders using the official travel system
Preparing vouchers and making travel arrangements
Answering/Researching general travel related questions
Maintaining travel associated files
Administrative Tasks for Meeting Support Services
Organizing and supporting workshops and meetings
Coordinating with NIH travel office to make travel arrangements
Preparing notebooks, invitations, agendas, and support documents
Reserving space for meetings
Coordinating logistical and administrative arrangements for guest speakers and meeting attendees
Providing administrative support during meetings, including arranging for audiovisual displays, taking meeting minutes, and following up with summary minutes or reports from meetings
Administrative Tasks for Mail Support Services
Receiving and processing incoming mail including preparing requests for FedEx shipments, UPS, and other priority mail services, and couriers
Administrative Tasks for Procurement Support Services
Preparing purchase requests for office supplies
Preparing purchase requests for office equipment and services
Answering questions and investigating discrepancies related to purchases
Entering payment information into internal and external administrative databases
Assisting with tracking and maintaining associated files related to purchases
Administrative Tasks for Property Management Support Services
Requesting property passes and property transfers
Answering questions, assisting with tracking, and maintaining associated files
Administrative Tasks for Personnel Support Services
Serving as a timekeeper and maintaining time and attendance records
Preparing personnel packages as needed
Assisting with various logistics required for faculty recruitments
Processing and entering training requests
Assisting with updating of Curriculum Vitae (CVs), bibliographies, biosketches, and annual reports
Administrative Tasks for Publication Support Services
Providing assistance with manuscript preparation and editing
Assisting with manuscript tracking and manuscript submissions
Scanning journal articles, establishing PDF formatted files of articles, and updating manuscript tracking databases, filing books, journals, and articles

1.4 Minimum Duration of Task Order Awards

The LTASC vehicle is for long-term administrative support, not temporary services. Use of this contract vehicle shall be reserved for acquisition of administrative support needed for a minimum of twelve (12)

months. The life of the LTASC vehicle is one (1) base year and four (4) one-year option periods. Task order option periods are for one year but a COAC Contracting Officer may shorten an option period with the understanding that the task order will end at the conclusion of that shortened option period. Task orders awarded during the life of the LTASC vehicle will be permitted to continue up to 364 days after the LTASC vehicle expires following LTASC option year 4. If a task order is awarded during LTASC's final year, option year 4, the task order will have only a base year (no options) and no funding can be added to the task order after the LTASC vehicle expires. Refer to the table and example scenario below for assistance in determining the maximum duration of task orders awarded under the contract.

Task Order Award Period	Minimum Period of Performance for Task Order	Maximum Period of Performance for Task Order
Between date of LTASC Award and end of LTASC option year 3	12 months*	One year base with up to four options through 364 days after the end of LTASC contract option year 4*
During LTASC option year 4	12 months*	Through 364 days after the end of LTASC contract option year 4*

* Note, the contract with any LTASC vendor can be terminated at any point during the period of performance of this contract. If this event occurs, all task orders will also be terminated.

Figure 1.1 provides an example scenario demonstrating the timing of task orders issued under the LTASC vehicle.

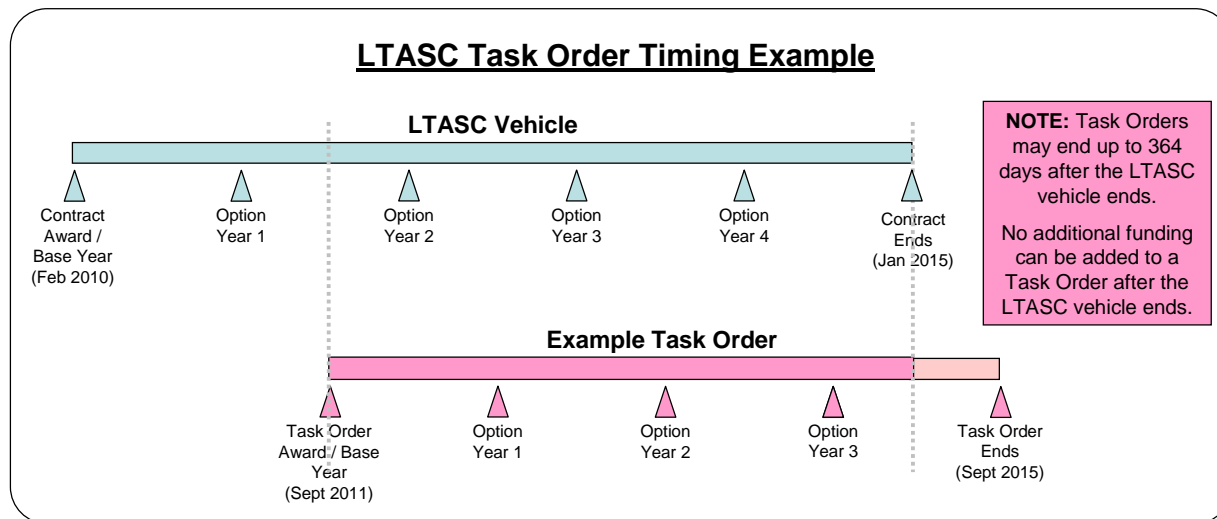


Figure 1.1: LTASC Task Order Timing Example

This graphic illustrates an example task order issued in September 2011, during LTASC option year 1. The period of performance for the final task order option year for the example task order may run until September 2015. Similarly, if a task order is issued in December 2015, during LTASC option year 4, then the period of performance for the task order may run until December 2016. Though task orders may continue up to 364 days after the LTASC vehicle ends, no funding can be added to existing task orders and no new task orders or option years can be initiated after the end of the LTASC vehicle.

1.5 Task Orders

For details on how to create a task order in the electronic Government Ordering System (eGOS) refer to [Volume 2, Section 4](#) of the SOP.

All requirements will be fulfilled under task orders. Task orders may include a single administrative support position or multiple administrative support positions (see [Volume 1 Section 4.2.1](#) for more information on task order quantities). The task order will provide detail of the specific tasks that will be required and the labor category of the position(s). For each task order, the vendor shall perform initial interviews, reference checks, and other preliminary hiring functions prior to submitting one (1) to three (3) resumes of personnel suited to each position for evaluation. In addition, the vendor shall submit a basic price proposal for the task order.

A single Task Order Request Package (TORP) requiring two or more administrative support personnel may be awarded to multiple vendors if it is clearly communicated to the vendors in the TORP (i.e., each position may be awarded to a different vendor). The IC Task Order Project Officer should discuss this option with the COAC representative to determine if this is the right approach for a particular task order. The allowance of multiple award task orders is at the discretion of the COAC.

Details describing the process for initiating a task order are described in [Volume 1 Section 3](#).

1.6 Rates

Depending on the requirement established in the Task Order Request Package outlined in [Volume 1 Section 3.1](#), the price proposal will be based on either a fixed price or hourly rate. Fixed price contracts will be used when the expected number of hours that vendor personnel will work is known. Hourly rate means that the ordering office will be billed on a monthly basis using the rate(s) prescribed in the contract for labor that meets the qualifications for the specified labor categories.

Fixed price contracts are strongly encouraged because they provide the maximum incentive for the contractor to control costs and perform effectively while exposing the government to the least risk.

Labor Hour contracts are less common for LTASC and require a Determination and Findings (D&F) document which will be approved by the Head of Contracting Activity (HCA). This type of contract would generally be used if the number of hours the administrative support personnel will be working is not known.

The vendor may choose to discount the negotiated contract hourly rates at the task order level, but shall not exceed the rates established in the LTASC vehicle for any task order. Inclusion of other direct costs such as travel will be determined on a task order basis.

1.7 LTASC Resources

There are LTASC resources available to help work with this vehicle, including an informational website located at <http://ltasc.od.nih.gov>, an electronic Government Ordering System (eGOS) located at <http://ltasc.egos.nih.gov> to assist users in creating TORP, and an LTASC Solutions Center that can be reached at 301-435-5468.

1.8 Classified Material

A Task Order Request Package will contain only unclassified material, regardless of the level of classification of the work to be performed under the task order.

Fixed-Price Contracts

The President's Memorandum of March 4, 2009, on "Government Contracting" established a preference for fixed-price contracts. Fixed-price contracts (FAR Subpart 16.2):

- provide maximum incentive for the contractor to control costs and perform effectively
- impose a minimum burden upon the contracting parties
- expose the government to the least risk
- accommodate market fluctuations or other contingencies, when appropriate, using economic price adjustments

The [IC Task Order Team](#) is responsible for ensuring that proprietary information contained in the vendors' proposals is protected from unauthorized disclosure. It is the vendors' responsibility to ensure that all proprietary information is appropriately marked.

1.9 Supporting Documentation Submission

The preferred channel for delivery of all correspondence to the LTASC Contracting Officials is electronic via e-mail (ltasc@mail.nih.gov). Microsoft Word is the preferred format for all text documents. All spreadsheets should be submitted in Microsoft Excel.

2 ROLES AND RESPONSIBILITIES

The primary roles supporting the LTASC contract and task orders on behalf of the NIH are:

- + LTASC Program Support Team
 - LTASC Contracting Officials
 - LTASC Contracting Officer
 - LTASC Contracting Specialist
 - LTASC Project Officer / COTR
- + IC Task Order Team
 - Consolidated Operations Acquisition Center (COAC) Contracting Officials
 - COAC Contracting Officer
 - COAC Contracting Specialist
 - IC Task Order Project Officer

Each will play a significant role in the maintenance of the LTASC contract as well as the initiation, tracking, and close-out of each task order. Responsibilities are outlined in the following sections and again later in the task order procedures.

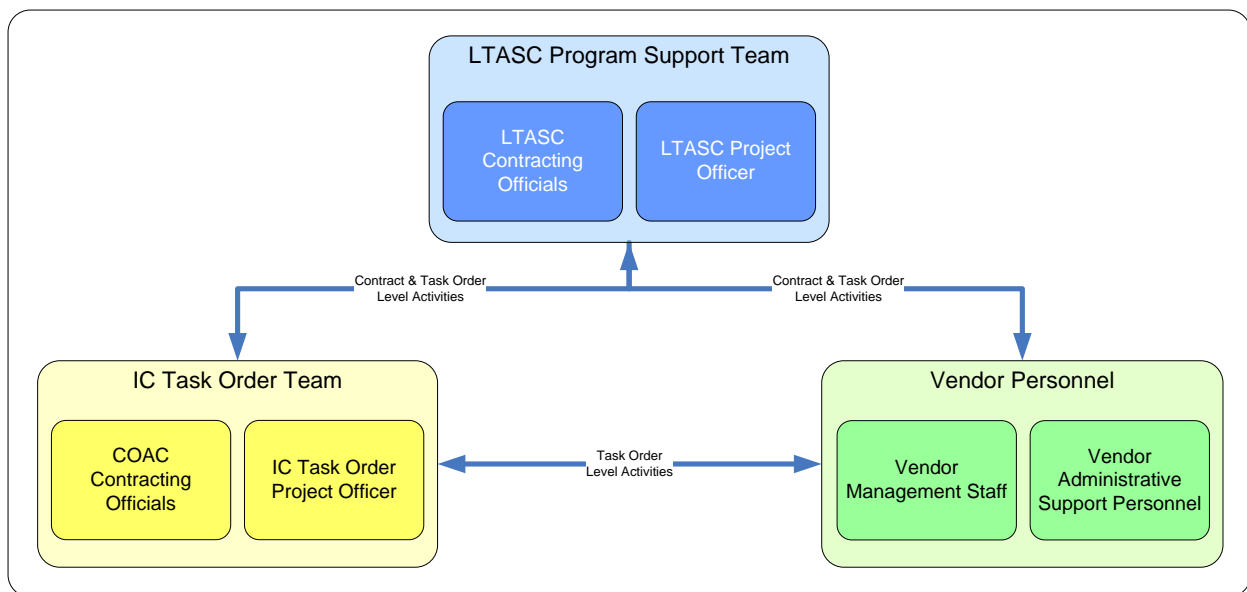
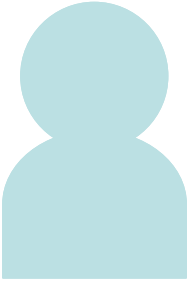


Figure 2.1: Primary LTASC Roles

2.1 LTASC Program Support Team

The Office of Logistics and Acquisition Operations (OLAO) has established the LTASC Program Support Team to provide contract-level **management and oversight for the LTASC vehicle**. The LTASC Project Officer / COTR within OLAO has been designated to oversee and manage the contract with support from LTASC Contracting Officials. While individual task orders will include guidelines specific to the performance of the requirements of that TO, the overall contractual relationship between NIH and vendors is maintained by the LTASC Program Support Team.

2.1.1 LTASC Contracting Officials



LTASC Contracting Officials

Role: OLAO representatives negotiate changes to the Statement of Work, delivery schedule, and Period of Performance for the LTASC vehicle. Act as POC for contract issues.

Primary Responsibilities:

- Review and approve TORPs submitted by IC Task Order Teams
- Release approved TORPs to vendors

LTASC Contracting Officials

The LTASC Contracting Officials within OLAO include the LTASC Contracting Officer and the LTASC Contracting Specialist. These individuals will have the authority to act as agents of the Government under this contract. Only the LTASC Contracting Officer has authority to:


- (1) direct or negotiate any changes in the Statement of Work or specifications of the **LTASC vehicle**;
- (2) modify or extend the period of performance;
- (3) change the delivery schedule;
- (4) otherwise change any terms and conditions of this contract;
- (5) concur with any exceptions to the Fair Opportunity Process; and
- (6) perform contract administration duties such as exercising option years and contract close-out functions.

Other responsibilities of the LTASC Contracting Officials (Contracting Officer or Contracting Specialist) include:

- (1) receiving TORP packages from LTASC customers;
- (2) reviewing TORPs and releasing TORPs to all vendors; and
- (3) acting as the point of contact for contractual issues related to the LTASC vehicle.

The LTASC Contracting Officer will serve as the primary point of contact for this contract. The Contracting Officer currently assigned to this contract is listed in Appendix A.

2.1.2 LTASC Project Officer / COTR



LTASC Project Officer / COTR

Role: Supports LTASC Contracting Officer by monitoring the technical progress of the vendors and assisting in the resolution of technical problems.

Primary Responsibilities:

- Log and maintain task order records
- Conduct annual In-Progress Reviews (IPR) for each task order
- Track and guide contract performance over the life of the LTASC vehicle

LTASC Project Officer / COTR

The LTASC Project Officer / COTR within OLAO shall act as the LTASC Contracting Officer's Technical Representative for the purpose of the LTASC vehicle. The LTASC Project Officer / COTR is responsible for:

- (1) monitoring the vendor's technical progress, including the surveillance and assessment of performance, and recommending changes in requirements to the LTASC Contracting Officer;
- (2) interpreting the Statement of Work and any other technical performance requirement;
- (3) performing technical evaluation as required;
- (4) performing technical inspections and acceptance required by this contract; and
- (5) assisting in the resolution of technical problems encountered during performance.

Additional duties include

- (1) logging and maintaining records of all task orders;
- (2) conducting annual In-Progress Reviews (IPR) for each task order; and
- (3) tracking and guiding contract performance over the life of the LTASC vehicle.

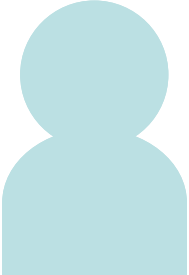
The LTASC Project Officer / COTR currently assigned to this contract is listed in Appendix A.

2.2 IC Task Order Team

Task orders will be used to define and obtain services under the LTASC vehicle and each task order is expected to have differing requirements based on the unique needs of the customer. The roles listed below describe NIH personnel who will be responsible for the **procurement and oversight of task orders**. People in these roles are considered to be "customers" of the LTASC vehicle.

2.2.1 COAC Contracting Officials

COAC Contracting Officials may be either Contract Specialists or appropriately warranted Contracting Officers. These officials will be representatives of an NIH Consolidated Operations Acquisition Center and will have the authority to act as an agent of the Government under a particular task order.



COAC Contracting Officials

Role: COAC representatives negotiate changes to the Statement of Work, delivery schedule, and Period of Performance of the task orders. Support IC Task Order Project Officer to manage task orders on a day-to-day basis.

Primary Responsibilities:

- Submit TORP to LTASC Contracting Officer
- Assist in task order proposal evaluation
- Monitor and assess task order performance
- Perform task order initiation and closeout

COAC Contracting Officials

The COAC Contracting Officer has authority to:

- (1) direct or negotiate any changes in the Statement of Work or specifications of a **task order**;
- (2) modify or extend the period of performance of the task order, subject to the period of performance of the task order;
- (3) change the delivery schedule;
- (4) otherwise change any terms and conditions of a particular task order; and
- (5) create and gain approval for the exceptions to the Fair Opportunity Process.

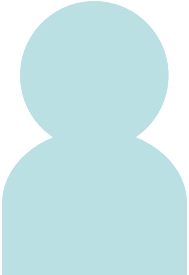
Additional responsibilities of COAC Contracting Officials include:

- (1) submitting the TORP to the LTASC Contracting Officer;

- (2) execute the determination and findings (D&F) per FAR 16.602 for each task order placed on a labor-hour basis (note: additional approval is required for contracts expected to extend beyond three years);
- (3) collaborating with the IC Task Order Project Officer in the evaluation of proposals;
- (4) signing the Selection Recommendation Document (SRD);
- (5) creating and awarding a task order;
- (6) announcing award decisions to all vendors;
- (7) reviewing modifications to the task order;
- (8) monitoring and assessing the vendor's task order performance; and
- (9) signing acceptance of the final product or completed statement, and performing general task order initiation and close-out tasks.

2.2.2 IC Task Order Project Officer

The IC Task Order Project Officer will typically be the individual requiring the services offered under the LTASC vehicle, or may be a designee within the IC requiring the service. The IC Task Order Project Officer will be a certified Project Officer. With assistance from COAC Contracting Officials, the IC Task Order Project Officer will develop the requirement and will represent the Government as the main interface between NIH and the vendor during the delivery of services.



IC Task Order Project Officer

Role: The individual requiring LTASC services represents the Government as the main interface between NIH and the vendor during the delivery of services.

Primary Responsibilities:

- Monitor the vendor's task order progress
- Interface with vendor management staff
- Complete vendor performance evaluations
- Develop TORP with COAC Officials

IC Task Order Project Officer

The IC Task Order Project Officer is responsible for:

- (1) monitoring the vendor's technical progress on a **task order**;
- (2) collaborating with COAC Contracting Officials in the evaluation of proposals;
- (3) completing formal vendor performance evaluations as required by the LTASC Program Support Team;
- (4) interpreting the Statement of Work and any other technical performance requirements of a task order;
- (5) performing technical evaluation as required;
- (6) performing technical inspections and acceptance required by a task order; and
- (7) assisting in the resolution of technical problems encountered during performance.

Additional Duties of the IC Task Order Project Officer include:

- (1) working with COAC Contracting Officials to draft the Task Order Request Package (TORP);
- (2) signing the Selection Recommendation Document (SRD);
- (3) providing direction to the vendor's management staff to facilitate task order performance; and
- (4) monitoring performance over the life of the task order.

3 TASK ORDER PROCEDURES

Task Orders will need to be issued to procure services under the LTASC contract vehicle. This section describes the details of the task order creation, award, and management. For streamlined instructions about how to create a task order in the LTASC eGOS system, refer to [Volume 2](#) of this SOP titled eGOS User Manual.

In accordance with Federal Acquisition Streamlining Act (FASA) and Federal Acquisition Regulations (FAR), section 16.505(b), each vendor will be provided a fair opportunity to be considered for each order in excess of \$3000 unless one of the conditions in FAR 16.505(b)(2) applies. The Fair Opportunity Process is described in [Volume 1 Section 3.3](#) of the SOP.

The figure below charts the Task Order Process Flow from initiation of the requirement through task order close-out, mapping each step to the party primarily responsible for completing the required activities. A more detailed description of the activities occurring at each step is provided in subsequent sections of these guidelines.

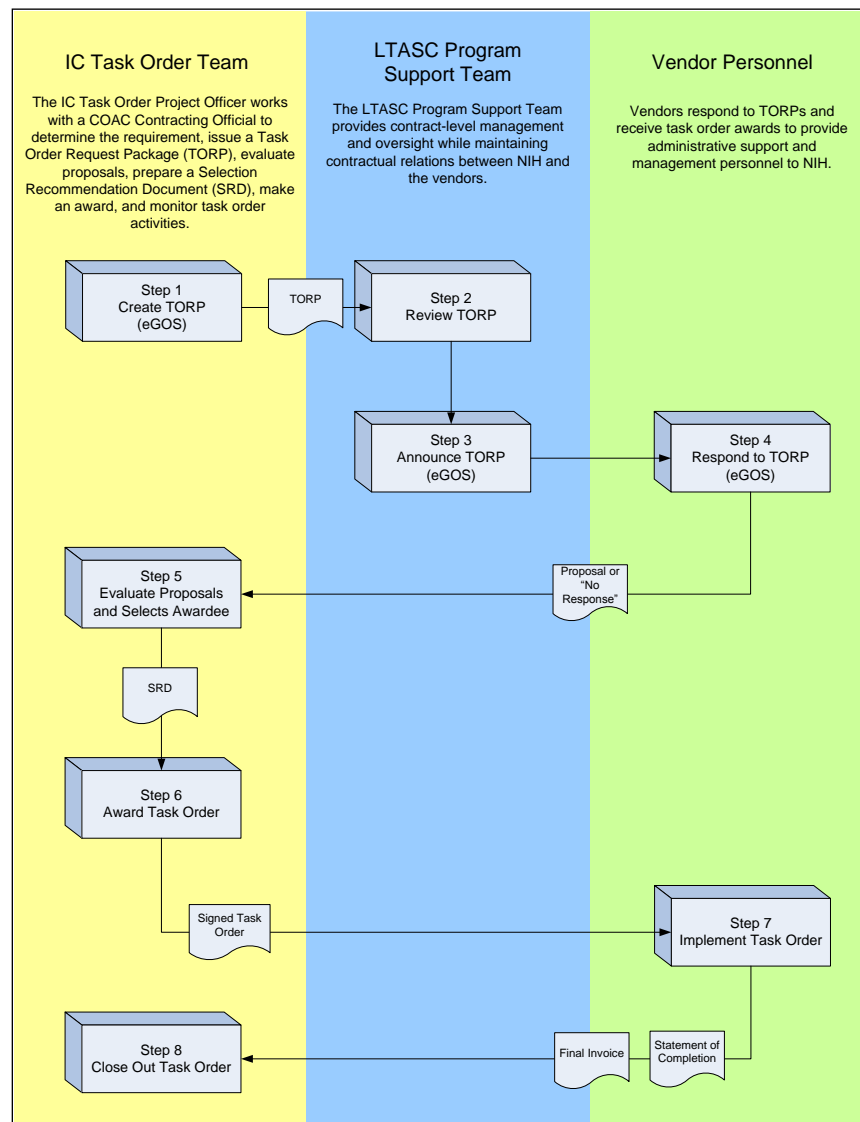


Figure 3.1: LTASC Task Order Process Flow

3.1 Step 1 - Task Order Request Package (TORP)

For details on how to initiate a task order in eGOS, refer to [Volume 2, Section 4](#) of the SOP.

When an IC determines a need exists for administrative support services, an IC Task Order Project Officer will first be identified. The IC Task Order Project Officer may or may not be the requestor for services but must be a certified Project Officer. The IC Task Order Project Officer will work with COAC Contracting Officials to create a Task Order Request Package (TORP) using the [electronic Government Ordering System \(eGOS\)](#).

Performance-based work statements will be used to the maximum extent practicable when developing the TORP. The LTASC Program Support Team will be available to support IC Task Order Teams throughout the TORP development process as needed.

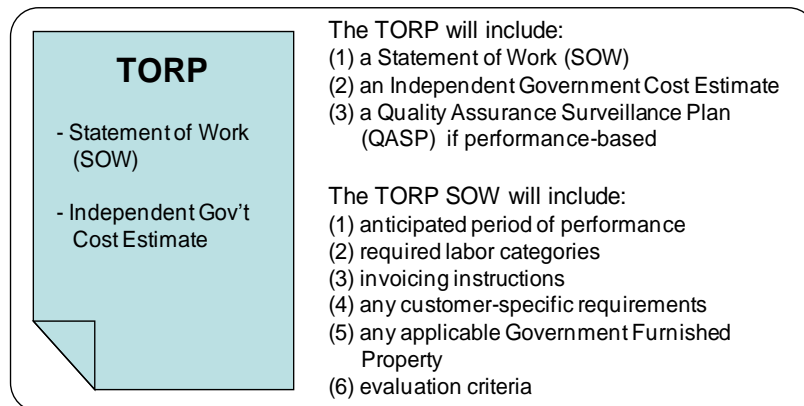
The **TORP** will include (1) a Statement of Work (SOW), (2) a procurement sensitive Independent Government Cost Estimate that is not released to vendors, and (3) [Quality Assurance Surveillance Plan \(QASP\)](#) if a performance-based.

The **SOW** will include (1) anticipated period of performance, (2) required labor categories and quantities, (3) invoicing instructions (note that LTASC is coded in NBS as a 3-way match), (4) any customer-specific requirements including NIH offered training the vendor personnel is required to complete, (5) any applicable Government Furnished Property and (6) evaluation criteria.

The **evaluation criteria** will include, at a minimum, an assessment of price and the proposed administrative personnel.

Performance-based Work Statements

- Describe the work in terms of the required results rather than "how" the work is to be accomplished;
- Enable assessment of work performance against measurable performance standards;
- Rely on the use of measurable performance standards and financial incentives in a competitive environment to encourage competitors to develop and institute innovative, cost-effective methods of performing the work.



A single TORP requiring multiple administrative support personnel may be awarded to multiple vendors if it is clearly communicated to the vendors in the TORP. The Project Officer should discuss this option with the COAC representative to determine if this is the right approach for a particular order. The allowance of multiple award task orders is at the discretion of the COAC.

3.2 Step 2 - Review TORP

For details on how to submit a TORP in eGOS, refer to [Volume 2, Section 4.4](#) of the SOP.

A COAC Contracting Official will submit the TORP to an LTASC Contracting Official. The LTASC Contracting Official will review and initiate the Fair Opportunity Process.

3.3 Step 3 - Announce TORP (Fair Opportunity Process)

The LTASC Contracting Officer will release it to all vendors using eGOS. The LTASC Contracting Officer will announce each TORP to comply with the Fair Opportunity Process. The TORP does not commit NIH to pay any costs incurred in the submission of any proposal, nor does it commit NIH to award a task order for such services. NIH intends for each TORP to be negotiated into a resulting task order; however, there is no guarantee that a task order will be issued in every case.

3.3.1 Fair Opportunity Process

Per FAR 16.505, each awardee should be provided a fair opportunity to be considered for any award over \$3,000. Any exceptions to this requirement will be justified in the TORP and the exception will be approved in writing by the COAC Contracting Officer (and/or others as required by COAC policy). The LTASC Contracting Officer will concur with any exception.

3.4 Step 4 - Respond to TORP

For details on how to view the proposals submitted in eGOS by vendors, refer to [Volume 2, Section 5.3](#) of the SOP.

Upon receipt of the TORP announcement, each vendor will have the opportunity to evaluate the requirement and determine whether or not to submit a proposal. The vendors shall submit via eGOS either a written proposal or a "No Response" statement, as described in [Volume 1 Section 3.4.2](#), to the designated COAC Contracting Official in response to the TORP. If clarification is required, vendors shall submit questions via eGOS. Questions will be answered by the IC Task Order Team and released through the system.

3.4.1 Proposals

Proposals shall be submitted electronically via eGOS; oral proposals will not be accepted. These proposals will consist of two parts: a technical proposal and pricing proposal. Each of these elements will be reviewed by the IC Task Order Team (see Section 3.5).

Technical Proposals shall include, at a minimum, the following:

- Resumes of vendor employees who can address all requirements of the task order SOW. Depending on task order requirements, one to three resumes shall be provided for each position identified in the TORP.
- Indication of vendor subcontractors that will be used to fulfill the requirement, if any.
- Verification of applicable labor categories proposed.

Price Proposals shall include the price at which the services will be offered. For labor-hour type TORPs, rates shall be provided for each person proposed. For fixed-price type TORPs, the price will be based upon the rates multiplied by a number of hours defined in the TORP. The applicable labor category rates shall not exceed the rates established in the LTASC vehicle although these rates can be discounted at the vendor's option. All proposed rates are subject to review by the LTASC Contracting Officer for compliance with the contract.

Vendor Proposal

- Technical Proposal
- Price Proposal

Proposals must be submitted electronically via eGOS; oral proposals will not be accepted.

These proposals will consist of two parts: a technical proposal and pricing proposal.

3.4.2 "No Response" Statements

A "No Response" statement shall be submitted if a vendor is unable or otherwise cannot perform a requirement. This shall be submitted electronically via eGOS to the COAC Contracting Official. Noncompliance with this requirement may negatively affect the vendor's performance rating under the contract.

All **"No Response" statements** shall include a brief statement as to why the vendor has elected to forego the opportunity (e.g., Conflict of Interest, etc.).

No Response Statement

A "No Response" statements shall be submitted if a vendor is unable or otherwise cannot perform a requirement.

All "No Response" statements shall include a brief statement as to why the vendor has elected to forego the opportunity (e.g., Conflict of Interest, etc.).

This process will be used by the LTASC Program Support Team to analyze response trends and to adjust task order requirements and procedures as necessary.

3.5 Step 5 - Evaluate Proposals and Select Awardee

For details on how to manage the evaluation process in eGOS, refer to [Volume 2, Section 5.3](#) of the SOP.

The IC Task Order Project Officer and COAC Contracting Official will evaluate the vendors' technical and price proposals to select an awardee. Fifty percent of the technical evaluation panel chosen to evaluate the technical proposals will have successfully completed Project Officer training before assuming their designated role. The IC Task Order Team will have seven calendar days to perform their evaluation, but may be allowed an additional seven calendar days (for a total of fourteen days) based on extenuating circumstances and upon approval by the LTASC Contracting Officer. It is the responsibility of the IC Task Order Team to ensure that vendors are treated equitably and fairly during this evaluation process. Additional proposal evaluation procedures are described in the following paragraphs.

3.5.1 Discussions

Discussions between the IC Task Order Team and the vendor may be needed. If necessary, the LTASC Program Support Team may also participate in these discussions.

3.5.2 Award Analysis

After evaluation and discussions if any, the IC Task Order Team will perform an award analysis of the information contained in the proposals using the evaluation criteria outlined in the Statement of Work (SOW). Based on the results of the evaluation, the IC Task Order Team will select the vendor that can provide the best value to the Government.

3.5.3 Handling of Proprietary Information

The IC Task Order Team is responsible for ensuring that proprietary information contained in the vendors' proposals is protected from unauthorized disclosure. It is the responsibility of the vendors to ensure that all proprietary information is appropriately marked.

3.5.4 Select Awardee

After completion of the award analysis, the COAC Contracting Official prepares a completed Selection Recommendation Document (SRD) describing the selection process and providing a rationale for selection. Refer to [Volume 2 Section 5.4](#) of the SOP to learn more about how to select the awardee in eGOS. The LTASC Program Support Team is available to support the IC Task Order Team throughout the SRD development as needed.

The **SRD** will include (1) selection criteria/methodology used to evaluate the competing vendors, (2) a list of the vendors that responded to the TORP, (3) rationale for the recommendation of the task order awardee including a summary of evaluation results, any negotiations conducted, price analysis, and award analysis, and (4) signatures of the COAC Contracting Officer and the IC Task Order Project Officer.

**Selection
Recommendation
Document
(SRD)**

The Selection Recommendation Document (SRD) will include:

- (1) selection criteria/methodology used to evaluate submitted proposals
- (2) list of vendors that responded to the TORP
- (3) evaluation results and rationale for the recommendation of the task order awardee
- (4) COAC Contracting Officer & IC Task Order Project Officer signatures

3.6 Step 6 - Award Task Order

Once the Selection Recommendation Document has been finalized, the COAC Contracting Officer will issue a task order against the LTASC vehicle. **Per NIH acquisition rules, no task order released under this vehicle can be awarded as a standalone contract or purchase order.** Note to COAC Contracting Officials, when issuing an order, the contract number in block 2 shall be that LTASC vehicle number itself not of the individual task order.

The **task order** will contain (1) contract number, (2) task order number, (3) order date, (4) point of contact for billing purposes, (5) statement of work, (6) amount of funds obligated, (7) appropriation/funding citation, (8) billing and delivery addresses, and (9) period of performance.

Task Order

The Task Order will contain:

- (1) contract number
- (2) task order number
- (3) order date
- (4) billing point of contact
- (5) statement of work (SOW)
- (6) amount of funds obligated
- (7) appropriation/funding citation
- (8) billing and delivery addresses
- (9) period of performance

The COAC Contracting Officer will review the task order for compliance and accuracy and sign the task order. Once the task order has been signed, the awardee will be authorized to start work. The signed task order will be considered as a binding agreement once the awardee initiates performance of the service. The COAC Contracting Officer shall send a copy of the signed task order to the awardee.

The COAC Contracting Officer will announce the award decision to all vendors. Non-awardees may contact the COAC Contracting Official for a debriefing in accordance with FAR 16.5 for task orders in excess of \$5M.

After the award has been made it is **mandatory** that a DCIS report be completed per HHS regulation. Please refer to the following link for more information regarding DCIS entries via the NBS system:

https://nbrssprod.cit.nih.gov:8050/NBRSSDocs/AcquisitionNAVs/Sa_Contracts/May2009/NAV049PO%20-%20Create%20or%20Update%20DCIS-FPDS%20Record%2005.27.09.pdf

3.7 Step 7 - Implement Task Order

The vendor is authorized to start work once the Government has signed the task order and routes it to the vendor. **Within five (5) business days of receiving the signed task order, the vendor shall upload the signed order into eGOS** and provide task order information including the following:

- Task Order Number
- Modification Number (if applicable)
- Awarded Amount
- Task Order Type
- Task Order Date

Any subsequent modifications to the task order shall also be uploaded into eGOS. Noncompliance with this requirement may negatively affect the vendor's performance rating under the contract. The vendor will bill NIH for work performed on a monthly basis in accordance with contract requirements and task order specifications.

3.8 Step 8 - Close Out Task Order

When task order performance is completed, the COAC Contracting Officer will sign the acceptance of the final product or completion statement of effort for all tasks issued ensuring that all task order requirements were met (e.g., the work performed was technically acceptable, Government Furnished Equipment/Information (GFE/GFI) have been appropriately distributed). The vendor shall also submit the final invoice to the IC Task Order Project Officer including a statement indicating that all costs have been accounted for and billed. The vendor shall forward a copy of the final invoice to the COAC Contracting Official and the LTASC Contracting Official when the task order has been completed.

3.9 Task Order Timelines

For details on how to establish a timeline in eGOS, refer to [Volume 2, Section 4.1.6](#) of the SOP.

Task order timelines will be largely dependent on the IC Task Order Team. The timeline for the LTASC Program Support Team to review and release the TORP to vendors (Task Order Steps 2 and 3 from above) is targeted to be 1 to 3 business days. Task orders with special requirements or complex orders may take longer. This processing time begins once a complete, acceptable TORP is received by the LTASC Contracting Official. Incomplete or unacceptable TORPs will require additional time for the LTASC Contracting Official to advise the IC Task Order Team on minimum acceptable requirements.

COAC Contracting Officials will establish a solicitation response time that will afford vendors a reasonable opportunity to respond to the requirement. When establishing the solicitation response time, COAC Contracting Officials should consider the circumstances of the individual acquisition and account for factors such as the complexity, availability, and value of the requirement. Award announcements will typically be made by the COAC Contracting Officials.

4 CONTRACT AND TASK ORDER MANAGEMENT

As outlined in Section 2 of this document, the Office of Logistics and Acquisition Operations (OLAO) will provide contract-level management and oversight for the LTASC vehicle through the LTASC Program Support Team. The IC Task Order Project Officer will perform day-to-day management and oversight for each task order with support from COAC Contracting Officials.

4.1 Contract Management

LTASC Contracting Officials will perform contract administration duties while the LTASC Project Officer / COTR will track and guide contract performance over the life of the contract. The LTASC Program Support Team employs several methods and tools to assist this effort, in close concert with performance monitoring and evaluation efforts. These tools include the following.

4.1.1 *In-Process Reviews (IPR)*

The LTASC Project Officer / COTR conducts an annual In-Process Review (IPR) for each contract. IPRs are designed to show the work accomplished and underway, to ensure the work is utilizing approved standards, architectures, and guidelines, and to validate customer satisfaction during task order execution (e.g., correlations between customer requirements and vendor performance, appropriate response to task orders, and sufficient levels of vendor management). These reviews encompass assessments of performance evaluations. IPRs will also help NIH determine if the contract option should be exercised.

4.1.2 *Contract Files*

The LTASC Program Support Team maintains a central file for each of the contracts. The file contains the contract and all documentation; all contract modifications, correspondence, and performance evaluation reports, as well as copies of task orders, task order documentation, and task order modifications. The COAC Contracting Official maintains the official task order file and associated documentation.

4.1.3 *Training*

The LTASC Program Support Team will prepare and conduct training presentations to assist LTASC customers and vendors in understanding and using the LTASC vehicle. Training sessions will also be held with the vendors to improve their understanding of the task order process. Training all parties involved will facilitate adherence to the task order procedures. In addition, materials such as this SOP document, FAQs, templates, and other supporting documents are available on the LTASC Program Support Team's website at <http://LTASC.od.nih.gov>. To request training for your office or IC, contact the LTASC Solutions Center at 301-435-5468.

4.2 Task Order Management

The IC Task Order Project Officers and COAC Contracting Officials will be responsible for the majority of task order activities involving initiating, managing, and closing out task orders. The IC Task Order Project Officer will track and guide task order performance over the life of the task order. The LTASC Program Support Team will assist the IC Task Order Team in their activities as well as log and maintain records of all task orders.

4.2.1 Task Order Quantities

Labor categories and quantities of administrative support personnel and vendor management staff will be [specified in the task order SOW](#). In addition to soliciting personnel to meet the existing requirements, after the award and within the base year of the task order, the COAC Contracting Officer may exercise up to two optional administrative support personnel of equal or lower level than the initial requirement. The options for these additional administrative support positions may be **exercised ONLY during the task order base year**. The period of performance for each optional position shall be 12 months beginning at the time the option is exercised. Any task order options for additional administrative support personnel that are not exercised will expire upon completion of the task order base year. COAC Contracting Officials should work with IC Task Order Project Officers to define the specific task order requirements.

Task Order Quantity Example

Scenario:

An IC identifies an immediate need for an "Admin 2." In addition, the IC is aware of two additional administrative personnel that will be retiring in the next year. The TORP will be released on June 1.

Task Order Approach:

- The TORP should define the immediate Admin 2 requirement.
- As part of the Task Order Technical Proposal, vendors provide resumes and labor rates for the immediate need.
- The IC Task Order Team selects a vendor (see section 3.5).
- The Admin 2 begins work when the award is finalized (see section 3.7).
- The IC may exercise the optional quantities of the task order (i.e., up to two additional positions of either an Admin 1 or Admin 2 level) at any time through May 31 of the next year. The period of performance for each optional position shall be 12 months beginning at the time the option is exercised.
 - If either optional position has not started work by May 31, the option will expire and a new TORP must be released if the IC requires these services at a later date.

4.2.2 Initiation, Renewal, and Close Out of Task Orders

Task order initiation and close out activities will be the responsibility of COAC Contracting Officials. These materials may be reviewed by the LTASC Contracting Officials. See Volume II for initiating a task order.

The following steps should be taken when exercising a new option year:

- 1) A Notice of Intent to exercise the option will need to be provided to the vendor **thirty (30) days** prior to the expiration of the current period.
- 2) The task order Contracting Officer will **need to request a revised Option Year rate(s) from the vendor** for the position(s) on the task order to reflect the prevailing wage determinations.
- 3) The task order Project Officer will access NBS to prepare a **requisition to cover twelve months of continued service**.
- 4) After receipt of the requisition, the Contracting Officer will access PRISM (or other similar tool if your COAC does not use PRISM) and create a modification to the task order contract under the vendor's base contract number.
- 5) An original copy of the signed modification by the authorized Contracting Officer will need to be forwarded to the vendor and **a copy needs to be sent to the LTASC Program Support Team at LTASC@nih.gov**.

The following steps should be taken when closing out a task order:

- 1) Task Order Project Officer **submits a memo to the Task Order Contracting Officer** containing the following:
 - a. Request to cancel the task order

- b. Reason for cancellation
 - c. Date on which the task order must end
 - d. Amount of funds that must be deobligated accompanied by a requisition
- 2) Task Order Contracting Officer **enters PRISM and creates the modification** to the task order using the requisition and the memo provided by the Task Order Project Officer.
- 3) Task Order Contracting Officer **signs three original versions of the modification** and distributes the document to the vendor, the Task Order Project Officer, and the task order contract file maintained by the Task Order Contracting Officer.

4.2.3 Day-to-Day Oversight and Management

The IC Task Order Project Officer provides “frontline” day-to-day monitoring of the task order during execution. Since this is a non-personal services contract, NIH shall ensure that direct management of administrative personnel remains the responsibility of the vendor's management staff (PM or DPM). The LTASC Program Support Team developed a Task Order Kickoff Meeting Template (available on the LTASC Website at <http://ltasc.od.nih.gov>) to facilitate discussion between the IC Task Order Project Officer and the vendor's management regarding important areas of maintaining a task order.

The IC Task Order Project Officer, with support from COAC Contracting Officials, is responsible for monitoring and assessing the vendor's task order performance, including the responsiveness of the vendor management staff. If an administrative support person is removed from a task order, the vendor is required to provide a qualified replacement administrative support personnel of equal level on-site within five (5) business days in order to provide continuity and continuance of service to NIH customers.

Contract level issues that arise during task order performance should be referred to the LTASC Program Support Team for resolution (e.g., need for contract modifications, contract disputes, contract terminations, etc.).

4.2.4 Acceptance of Services

The COAC Contracting Official is responsible for inspection and acceptance of task order services provided. If services are rejected, this will be documented in writing to the vendor, with recitation of the requirement and factual statements of how the vendor failed to meet these requirements. A copy of this documentation should be sent to the LTASC Program Support Team. The LTASC Program Support Team and IC Task Order Team should take rejection of services into account when preparing performance evaluations.

4.3 Task Order Modifications

Task order modifications are generally made to correct oversights or changes in conditions from the original task order. The following procedures will apply to task order modifications:

4.3.1 No Cost Modifications

No Cost modifications will be processed directly by the COAC Contracting Officials without any participation from LTASC Contracting Officials. However, a copy of the modification will be sent to an LTASC Contracting Official to ensure that proper records are maintained.

4.3.2 Addition of Funds

Modifications to add funds to a task order will be processed by a COAC Contracting Official. One (1) signed copy of task order modifications that involve an addition of funds (e.g. incremental funding actions and exercise of options) will be sent by a COAC Contracting Official to an LTASC Contracting Official.

4.3.3 Additional Work / Additional Time

If the customer's modification requirement alters the scope, adds an additional period of performance, or provides for major changes such as additional work, a task order modification is not appropriate. Instead, a new TORP will be initiated by the IC Task Order Team.

APPENDIX A: LTASC PROGRAM SUPPORT TEAM POINTS OF CONTACT

The current points of contact for the LTASC Program Support Team are as follows:

LTASC Contracting Officer

Larry Manning

manningl@od.nih.gov

301-402-3067

LTASC Project Officer / COTR

Gary Tyler

tylerg@od.nih.gov

301-435-3936

The **LTASC Solutions Center** is also available for inquiries related to LTASC and the electronic Government Ordering System (eGOS) and can be reached via email at LTASC@mail.nih.gov or by calling **301-435-5468**.

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Volume 2: eGOS USER MANUAL

1 Overview

The LTASC electronic Government Ordering System (eGOS) was developed to streamline the Task Order Procedures outlined in [Volume 1, Section 3](#) of the Standard Operating Procedures (SOP). It is a Web-based system accessible using any computer connected to the internet and is the starting point for any LTASC task order. Please note that eGOS is a standalone system developed and customized for LTASC and is not linked with other NIH Acquisition systems such as NBS at this time.

This volume of the SOP is intended to walk Government users through the [creation](#) and [management](#) of LTASC task orders in eGOS. This user manual provides general guidance and it is recommended that users consult with their Task Order Contracting Officer for specific details.

Contact the **LTASC Solutions Center** at **301-435-5468** or email LTASC@mail.nih.gov for clarification on this user manual or if you have any questions.

2 Registration and Access

Users can access the system via the LTASC Website at <http://ltasc.od.nih.gov>, or directly at <http://ltasc.egos.nih.gov>, and will use their NIH username and password to register and access the system.

First time users can register with eGOS by clicking on the "First Time User? Register Here" link found on the login page of the system as shown in Figure 1.

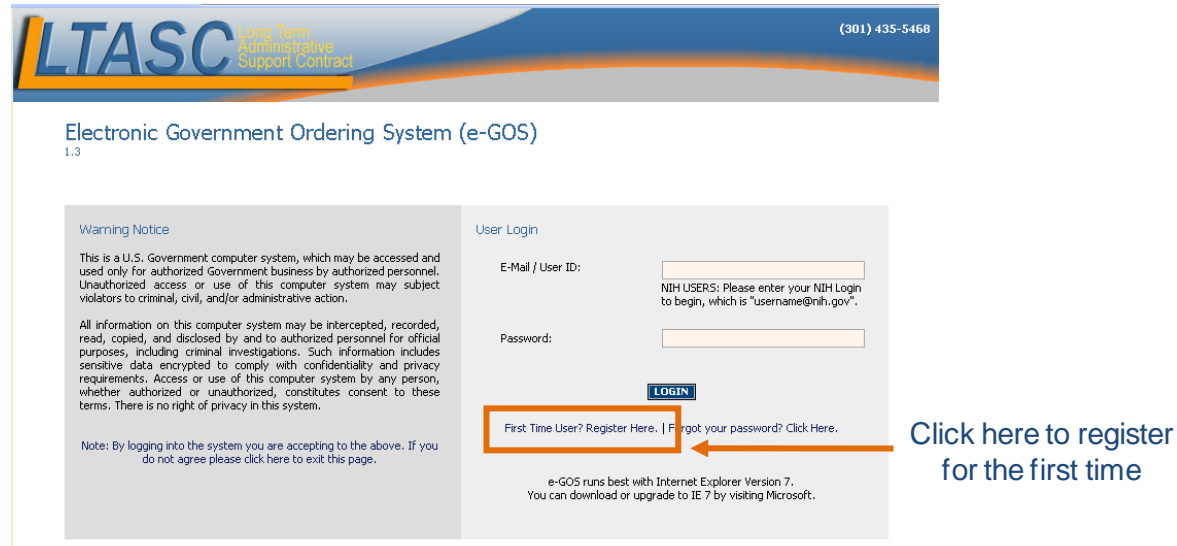


FIGURE 1: EGOS LOGIN SCREEN

The "First Time Registration" screen appears (Figure 2) and users will be asked to enter their NIH Login. For eGOS, the NIH Login is the user's NIH username followed by "@nih.gov".

Please note that the NIH Login is **not** typically the user's email address. The NIH Login must be entered in the proper format in order for eGOS to accurately pull the user's information using Active Directory. Due to the variations among the email addresses used at NIH, the user's email address will generally not work.

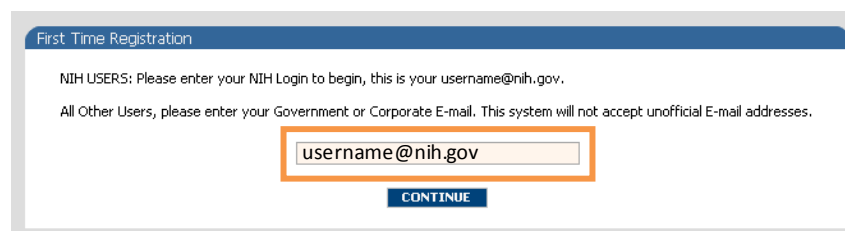


FIGURE 2: EGOS REGISTRATION

After clicking "Continue," the user's information from the NIH Enterprise Directory (NED) will be presented. Please note that if any of the information is incorrect, users should visit <http://ned.nih.gov> while on the NIH Network and click "Update your information" as shown in Figure 3 or contact their IC representative to update their NED record. The corrected information will then automatically be pulled into eGOS.

FIGURE 3: NIH ENTERPRISE DIRECTORY

Users will then be required to review the Rules of Behavior and Electronic Signature agreements on the following pages. Click "Register" on the subsequent screen to finish the registration process. Near the top of the page, click on the "Continue to eGOS" link to return to the login page (Figure 4).

To access the system, users enter their username@nih.gov as they did when they registered and the password that they use for other NIH applications. An NIH employee's password will automatically change to reflect their NIH password.

Please note that the "Forget your password? Click Here" link located on the login page only applies to vendor personnel.

FIGURE 4: LOGGING IN TO EGOS

After clicking "LOGIN," users have two options: create a new LTASC task order or view and manage existing task orders as shown in Figure 5. These topics will be covered in Sections 4 and 5 of this user manual.



FIGURE 5: LOGGING IN TO EGOS

3 Navigation

There are some common elements to every screen such as tabs and menus that are utilized while creating and managing task orders. These are described in detail below.

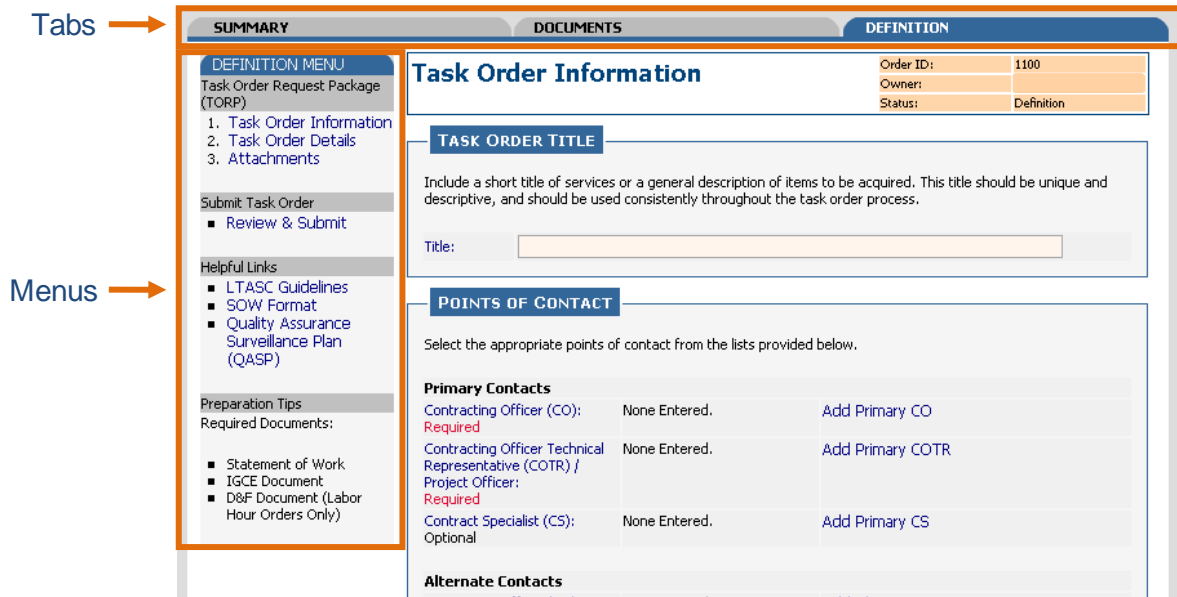


FIGURE 6: MENUS AND TABS

3.1 Tabs

After choosing to create a new task order or manage an existing one, users can click through tabs located along the top of the page to define their requirement, create an amendment, check on the competition status, view documents, and review a summary. Though the *Summary* Tab and the *Documents* Tab are always available, other tabs may change depending on the [task order's status](#).

The **SUMMARY TAB** provides a one-page snapshot of the task order and includes information such as the administrative categories requested, the processing schedule, and the points of contact.

The **DOCUMENTS TAB** houses all the documents related to a task order. This includes the statement of work (SOW) generated by eGOS, SOW attachments, amendments, question and answer documents, vendor proposals, and other pertinent documents.

The **DEFINITION TAB** provides access to the screens to create and edit the Statement of Work (SOW).

The **AMENDMENT TAB** appears after a Task Order Request Package (TORP) is released to the vendors and allows users to either create an amendment or view an existing amendment. The Amendment process is described in [Section 5.2](#) of this user manual.

The **COMPETITION TAB** appears after a TORP is released to the vendors and allows users to see how vendors are responding to the TORP. Vendors are recorded as either having submitted a proposal, a "no response" statement with a reason (otherwise known as a no bid), or no submission.

3.2 Menus

The vertical menu located along the left side of the page is designed for users to navigate within a tab, perform activities, and access helpful links and important information. Menus vary depending on the tab

chosen. Actions may be grayed if the action is no longer available due to the passing of a deadline or because you do not have the proper authority.

The **DEFINITION MENU** is located on the *Definition* Tab and contains links to the three sections of a TORP which are [Task Order Information](#), [Task Order Details](#), and [Attachments](#). The "Review and Submit" link from this menu allows users to submit the task order to the LTASC Program Support Team. In addition, there are helpful links and preparation tips.

The **ACTIVITY MENU** is located on the *Summary* Tab and contains links to perform actions such as submit a task order to LTASC, view and answer questions, release answers, view response details, submit an awardee selection, and cancel a task order.

The **SELECTION MENU** is located on the *Selection* screen and contains links to select an awardee and to review and submit the awardee selection to the vendors.

The **AMENDMENT MENU** is located on the *Amendment* Tab and allows users to create a new amendment or view an existing one.

3.3 Task Order Status

eGOS tracks the status of each task order as it moves through the various steps of the process from definition through to fully funded award. The status of any task order can be found in the upper right hand corner of the screen along with the Order ID and the Owner as shown in Figure 7.

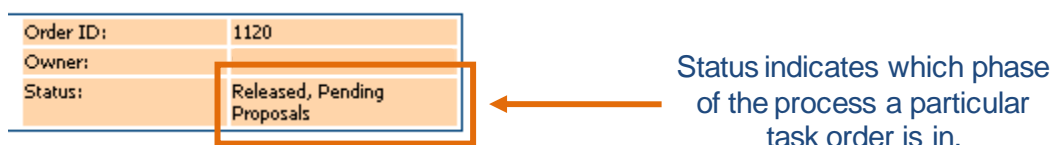


FIGURE 7: TASK ORDER STATUS

The status of a task order may reflect one of eight phases which are described below.

DEFINITION - The TORP is being developed by the [IC Task Order Team](#) and the requirement is still being defined.

SUBMITTED - The IC Task Order Team completed developing the TORP and it has been submitted to the LTASC Program Support Team for review.

APPROVED - The [LTASC Program Support Team](#) has approved the TORP for release to the vendors but the release date and time have not passed.

RELEASED PENDING QUESTIONS - The TORP has been released to the vendors and vendors are able to submit questions via the system.

RELEASED PENDING PROPOSALS - The TORP has been released to the vendors, the questions deadline has passed, and the vendors are able to submit their proposals via the system until the proposal deadline passes.

EVALUATION - The proposal deadline has passed and the IC Task Order Team is able to evaluate the submitted proposals.

AWARD APPROVED - The IC Task Order Team has completed their evaluation and has selected an awardee.

FULLY FUNDED - The awardee has received the signed task order from the Task Order Contracting Officer and has uploaded it into the system.

4 Create a New LTASC Task Order

The following section will aid [registered](#) users in creating an LTASC TORP. Refer to [Volume 1 Section 3.1](#) of the SOP for more about Creating a TORP.

The system will open in the *Definition* Tab where users will begin to define the requirement. The following sections will walk users through the *Definition* screens. For your convenience, TORPs do not need to be completed at one time but can be saved and completed at a later date.

4.1 Task Order Information

In the first screen, users populate information regarding the task order title, points of contact, labor categories, task order type, regulatory compliance, and the order processing schedule. Each section is described in detail below.

4.1.1 Task Order Title

Users should create a meaningful title for the task order. This will be what vendors see when they open the task order in eGOS (Figure 8).

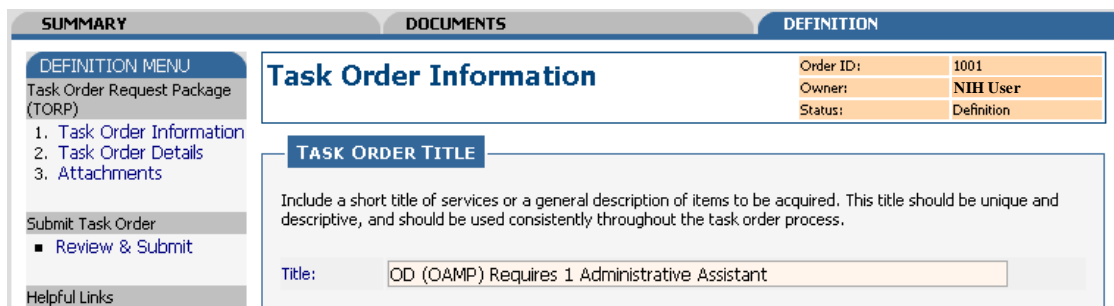


FIGURE 8: TASK ORDER TITLE

4.1.2 Points of Contact

There are four user roles in eGOS: Requestor, Contracting Officer (CO), Contracting Officer's Technical Representative/Project Officer (PO), and Contracting Specialist (CS). Users may assign up to six points of contact to the task order; however, the Primary CO and PO are the only two required. For more information on duties associated with the Primary CO and PO roles see [Volume 1 Section 2.2](#) of the SOP. Each person listed as a point of contact for the task order - along with the requestor - will have access to the task order within the eGOS system.

The [REQUESTOR](#) is the person who initiates a TORP within eGOS and is referred to as the owner. Often it is the PO, CO, or CS but may be any NIH employee. Since the individual's name is automatically assigned to the task order by the system, it cannot be manually assigned or changed.

A [CONTRACTING OFFICER](#) designee will be the [CO](#) on the task order. During the pre-award phase, the CO will support the PO to define the requirement, approve the TORP for release, evaluate the pricing proposals, release the award selection to the vendors, and create the task order contract in NBS. During the post-award phase, the CO will be responsible for contracting activities. This person will be an appropriately warranted contracting officer.

A [PROJECT OFFICER](#) designee will be the [PO](#) on the contract. During the pre-award phase, the PO will work with the CO in defining the requirement, often lead the team in evaluating the technical proposals, and draft the Selection Recommendation Document (SRD) recommending an awardee. During the post-award phase, the PO will be responsible for working with the winning vendor's management staff to clarify what needs to be completed by the administrative support personnel. This person will be a certified project officer or contracting officer's technical representative.

A **CONTRACTING SPECIALIST** designee may be assigned to assist with contracting activities, but is optional.

Alternates for the CO, PO, and CS roles may also be identified in addition to the primary selections. Please keep in mind that anyone identified as a CO or CS, either as primary or secondary, will appear on the Statement of Work created by eGOS and therefore be visible to the vendors.

Figure 9 displays where users will designate individuals to serve in the CO, PO, and CS roles for the task order.

POINTS OF CONTACT

Select the appropriate points of contact from the lists provided below.

Primary Contacts		
Contracting Officer (CO): <small>Required</small>	None Entered.	Add Primary CO
Contracting Officer Technical Representative (COTR) / Project Officer: <small>Required</small>	None Entered.	Add Primary COTR
Contract Specialist (CS): <small>Optional</small>	None Entered.	Add Primary CS
Alternate Contacts		
Contracting Officer (CO) <small>Optional</small>	None Entered.	Add Alternate CO
Contracting Officer Technical Representative (COTR) / Project Officer: <small>Optional</small>	None Entered.	Add Alternate COTR
Alternate Contract Specialist (CS): <small>Optional</small>	None Entered.	Add Alternate CS

Click here to easily assign the CO and PO from a dropdown of registered users.

FIGURE 9: POINTS OF CONTACT

Users are able to either choose "Self" if qualified for a particular role or choose another individual from the dropdown as shown in Figure 10. Please contact the LTASC Solutions Center (301-435-5468) if the registered user you are looking for does not appear in the dropdown. The same process is used for the other roles.

Individuals assigned to a task order will receive an email notification from the system informing them they have been assigned to a task order.

Please note that each COAC has a designated LTASC Representative that will be assigned as the CO. Please contact the LTASC Solutions Center at 301-435-5468 for a listing of LTASC COAC Representatives.

Please select your Contracting Officer (CO) below.
You may designate yourself by checking the "Self" button.
Your Contracting Officer (CO) must register on this site in order for them to appear in the list.

☐ Self Designate yourself as the Contracting Officer (CO) point of contact.
 ☒ Other Registered User Designate another registered user as the Contracting Officer (CO) point of contact.

FIGURE 10: DESIGNATING A PERSON TO A ROLE

4.1.3 Labor Categories and Non-personal Services

Users may choose from [four administrative personnel categories](#) (Admin 1 through Admin 4) and an on-site Deputy Program Manager (DPM), if preferred. In certain instances, an IC may require a dedicated DPM to supervise the administrative support personnel in their office. If users are interested in this option, refer to [Volume 1 Section 1.2.2](#) of the SOP to learn more.

Users may roll over the labor categories to view a description of the educational requirements and types of duties they may perform or refer to [Volume 1 Section 1.2](#) of the SOP. [Volume 1 Section 1.3](#) provides a detailed list of possible duties that any administrative support personnel may perform.

In addition to the positions immediately required, ICs may include up to two optional positions of equal or lower level (i.e., if an Admin 2 is being requested, the optional positions shall be either an Admin 1 or an Admin 2 but not higher than Admin 2) if they anticipate future needs within the first year of the task order. Refer to [Volume 1 Section 4.2.1](#) of the SOP to learn more about optional quantities.

Note that a modification to the base contract has allowed an administrative support position on an awarded task order to increase admin level (Admin 1 through Admin 4) during the life of the task order. An increase in admin level may occur if the individual in that position gains more experience or earns a degree while working on the task order that qualifies him/her for the next admin level. Allowing this growth helps retain individuals that NIH customers have invested resources to train.

Every user will also read the non-personal services clause and check the box acknowledging that they have read and understand that this is not a personal services contract. This is highlighted in orange in Figure 11. Refer to [Volume 1 Section 1.1](#) to understand what it means to be a non-personal services contract.

LABOR CATEGORIES

Select the number of administrative support personnel requested for each category. Additional tasks and management personnel may be outlined later.

Labor Category	Positions Requested	Optional
Entry-Level Administrative Assistant (Admin 1)	<input type="text" value="0"/>	<input type="text" value="0"/>
Administrative Assistant (Admin 2)	<input type="text" value="0"/>	<input type="text" value="0"/>
Senior Administrative Assistant (Admin 3)	<input type="text" value="0"/>	<input type="text" value="0"/>
Executive Assistant (Admin 4)	<input type="text" value="0"/>	<input type="text" value="0"/>
Deputy Program Manager	<input type="text" value="0"/>	<input type="text" value="0"/>

This contract may not be used to provide personal services. Federal personnel who are responsible for contract administration and monitoring shall not be so detailed or continual as to constitute supervision of the Contractor personnel. Government personnel may not perform any supervisory functions for Contractor personnel. The contract personnel assigned to render services shall at all times be employees of the Contractor and under the direction and control of the Contractor. Notwithstanding any other provision of this contract, the Contractor shall at all times be responsible for the supervision of its employees in the performance of the services required. At no time shall the Contractor personnel be employees of the United States Government.

☐ Click here to acknowledge that this is not a personal services contract.

Due to the non-personal services nature of this vehicle, the contractor's mid-level management structure will be of vital importance to the execution of the Task Order. As a customer, please be aware that contractors may charge your IC for management services either directly (i.e., the IC will pay for each labor hour expended by the contractor's management) or indirectly (i.e., the labor rate for administrative positions will cover the contractor's management fees).

HOWEVER, as the customer, you may request a full-time Deputy Program Manager (DPM) to oversee the administrative support personnel within your IC. This DPM will then bill your IC directly over the period of performance of this Task Order. DPM details are included above.

Optional quantities can provide flexibility but must be exercised during the base year.

FIGURE 11: LABOR CATEGORIES AND NON-PERSONAL SERVICES

4.1.4 Task Order Type

There are two task order types that are allowable under LTASC which are Firm Fixed Price (FFP) and Labor Hour (LH). Refer to [Volume 1 Section 1.6](#) of the SOP to learn more about rates and task order types.

FFP contracts are strongly encouraged because they provide the maximum incentive for the contractor to control costs and perform effectively while exposing the government to the least risk.

LH contracts are less common for LTASC and require a Determination and Findings (D&F) document which will be approved by the Head of Contracting Activity (HCA). LH type contracts would generally be used if the number of hours the administrative support personnel will be working is **not** known.

TASK ORDER TYPE

Select one of the following contract types, as applicable to your task order. Attach Determinations and Findings (D&F) document required for Labor Hour task orders.

☒ Firm Fixed Price (FFP)
 ☐ Labor Hour (LH)

For additional information please refer to the Federal Acquisition Regulations (FAR) [Part 16](#)

FIGURE 12: TASK ORDER TYPE

4.1.5 Regulatory Compliance

In accordance with the Federal Acquisition Regulations (FAR), all twenty-five vendors are to be given an opportunity to respond to each TORP that is released. The LTASC Program Support Team does not anticipate any exceptions to this rule and therefore have made "no" the default. Visit [Volume 1 Section 3.3](#) of the SOP to learn more about the Fair Opportunity Process.

Since [performance based task orders](#) are recommended and encouraged, the default for this measure is "yes." Please note that a [Quality Assurance Surveillance Plan \(QASP\)](#) is required for any performance based task order.

If there is an exception to either of the default settings, a justification will be provided in the field provided.

REGULATORY COMPLIANCE

Fair Opportunity

Is this Task Order an Exception to [Fair Opportunity](#)?

☐ Yes ☒ No

For additional information please refer to the Federal Acquisition Regulations (FAR) [Subpart 16.5](#)

Performance Based Task Order

Is this Task Order [Performance Based](#)?

☐ Yes ☒ No

Provide Justification:

For additional information please refer to the Federal Acquisition Regulations (FAR) [Subpart 7.1](#) and [Subpart 37.6](#)

FIGURE 13: REGULATORY COMPLIANCE

4.1.6 Order Processing Schedule

Users are able to indicate the date and time of key task order milestones such as when the TORP will be released to vendors, and when questions and proposals are due (Figure 14).

- The [RELEASE DATE](#) is the day the TORP will be released to the vendors by the [LTASC Program Support Team](#).
- The [QUESTIONS DEADLINE](#) is the day that closes the period vendors have to submit questions. Generally, customers allow the vendors two to three days to submit questions.
- The [PROPOSAL DEADLINE](#) is the day when vendors are required to upload their technical and business proposals in the system. Customers are asked to allow vendors a minimum of five business days to respond to a TORP (period from release date to the proposal deadline). The length of time vendors have to respond to a TORP should be in line with the number and level of administrative support positions required.
- The [EXPECTED AWARD DATE](#) is the day an award is expected to be made following the evaluation and selection process. Customers are expected to evaluate the proposals in seven calendar days with a possible seven day extension with the approval of the [LTASC Contracting Officer](#).

The dates and times the system pre-populates do not represent the recommended order processing schedule. It is expected that all the dates and times will be changed to reflect your specific requirement and your team's availability. See [Volume 1 Section 3.9](#) of the SOP for more information on the task order timeline.

ORDER PROCESSING SCHEDULE

Select the desired Order Processing Schedule subject to LTASC Program Support Team approval.

Release Date:	May	19	2010	8:00 AM	ET	
Questions Deadline:	Jun	2	2010	8:00 AM	ET	14 days
Proposal Deadline:	Jun	9	2010	8:00 AM	ET	21 days
Expected Award Date:	Jun	10	2010	8:00 AM	ET	22 days

FIGURE 14: ORDER PROCESSING SCHEDULE

4.2 Task Order Details

On the next screen users populate information related to the work location, period of performance, hours of operation, security requirements, Government furnished equipment and information, special considerations, response instructions, and evaluation criteria.

4.2.1 Work Location

The work location is expected to be primarily at NIH owned/leased facilities, but users may specify that contractor personnel work from their own sites. Users should use the text box to include additional details about the location, which may include the name of the office, the address, and perhaps even the office number (Figure 15).

WORK LOCATION

Where is the work expected to be performed? ☒ NIH Owned/Leased Facility ☐ Contractor Site

Please describe the place of performance using details as appropriate (e.g., a specific requirement may be "6011 Executive Blvd., Rockville, MD," generic details may include, "Cincinnati, OH")

9000 Rockville Pike, Bldg. 6B, Room 4B413, Bethesda, MD 20892

FIGURE 15: WORK LOCATION

4.2.2 Period of Performance

Users may indicate the start date of the base period of performance by choosing a specified date or clicking "upon task order award." The end date can be represented as a specific date or by identifying the number of years after the start date (Figure 16). Refer to [Volume 1 Section 1.4](#) of the SOP for more information on the duration of task orders.

PERIOD OF PERFORMANCE

Start Date: ☐ May 29 2010 ☒ Upon Task Order Award

End Date: ☐ May 29 2011 ☐ Number of Years: 0 ☒ Maximum Length

FIGURE 16: PERIOD OF PERFORMANCE

4.2.3 Hours of Operation

Users may identify the start and end time of a typical day for the administrative support personnel (Figure 17). If the task order requires more than one position, consider entering a start time and an end time that applies the most and then provide specific details for each position in an attachment. If your requirement has flexible hours, you may also indicate this in an attachment.

HOURS OF OPERATION

The expected number of hours per year required for services is listed in the Response Instructions. Hours of operation are estimates and are subject to change. Please note that per the contract terms, the NIH will NOT pay for services not rendered (i.e. when employees do not show up to work).

Typical hours of operation are: 8:00 AM Eastern Time to 5:00 PM Eastern Time

FIGURE 17: HOURS OF OPERATION

4.2.4 Security

Users may choose from among three security designations depending on the level of security needed for the position. It is expected that most administrative support positions will require a Level 1 designation. For task orders with multiple required positions, click all that apply and then provide additional information identifying which positions apply to which level in the fields provided.

eGOS automatically includes standard security language but if users wish to add specific security details relevant to the task order, they may click on the box for optional text. Likewise, if additional security training shall be taken by the contractor to comply with office policy, users may click on the other box and describe the mandatory courses (Figure 18).

SECURITY

Check all position sensitivity designations that apply.

For additional information and assistance for completion of this item, see Table 2, Position Sensitivity Designations for Individuals Accessing Agency Information.

- ☐ Level 6: Public Trust - High Risk (Requires Suitability Determination with a BI).
- ☐ Level 5: Public Trust - Moderate Risk (Requires Suitability Determination with NACIC, MBI or LBI).
- ☒ Level 1: Non Sensitive (Requires Suitability Determination with an NACI).
Additional context for Level 1 positions - e.g., "All Administrative Support Positions" (Optional)

The following language will be included regarding HHS IT Security Training Policy:

HHS policy requires contractors/subcontractors receive security training commensurate with their responsibilities for performing work under the terms and conditions of their contractual agreements. The contractor shall ensure that each contractor/subcontractor employee has completed the NIH Computer Security Awareness Training course at: <http://irtsectraining.nih.gov/> prior to performing any task order work, and thereafter completing the NIH-specified fiscal year refresher course during the period of performance of the task order.

The contractor shall maintain a listing by name and title of each contractor/ subcontractor employee working under this task order that has completed the required training. Any additional security training completed by contractor/subcontractor staff shall be included on this listing.

- ☐ Include optional text.
- ☐ Contractor/Subcontractor staff is required to take additional security training.

FIGURE 18: SECURITY

4.2.5 Government Furnished Equipment and Information

Users may indicate whether the Government will provide furnished equipment (e.g., workspace, computer, and phone). If yes, users will then specify if space will be provided for only the administrative support personnel or the vendor management as well. Users will also note the availability of parking for the administrative support and vendor management personnel (Figure 19).

GOVERNMENT FURNISHED EQUIPMENT AND INFORMATION (GFE/GFI)

☐ Government furnished property will not be provided for the performance of this task order.

☒ NIH will provide the work space, utilities, workstations, chairs, tables, phones and service, computers and setup/maintenance, fax machines, copiers, printers, NIH standard applications & software for computers, office/career center furniture, LAN, Internet access, and electronic mail service necessary to perform the requirements of individual Task Orders. This provided office space will be available when the contractor is on site but will not be dedicated when the contractor is not at the site. The vendor may use NIH mail services to the extent possible for mail related to the services of this task order.

Management (select one):

☒ Space will only be provided for administrative support staff.

☐ Space will be provided for administrative support staff and (on a limited basis) for management personnel.

☐ Space will be provided for administrative support staff and for management personnel as needed.

Parking (select one):

☒ Parking will be available for on-site personnel only.

☐ Parking will be available as needed.

☐ Parking will not be made available. Parking costs are the responsibility of the contractor.

FIGURE 19: GOVERNMENT FURNISHED EQUIPMENT AND INFORMATION

4.2.6 Special Considerations (Optional)

Clicking the checkbox shown in Figure 20 opens a table where users may indicate specific areas of experience, technology, or other considerations intended to provide vendors with a more defined skill set related to the customer's needs. Users may indicate if the skills are required, preferred, or not applicable (N/A).

Alternatively, you may skip this section by leaving the checkbox unchecked and attach a document that outlines the position's responsibilities, duties, and requirements related to the task order. Though special considerations are not required, they are strongly encouraged. Clearly defining the need will more likely provide resumes that are tailored to your specific needs.

SPECIAL CONSIDERATIONS

Include any special considerations or unique requirements necessary to accomplish the task order (e.g., specialized experience with UNIX etc.) and/or any additional information that will be helpful in selecting an appropriate contractor for the task order. As appropriate, this section needs to contain:

1. Identification of potential Conflicts of Interest (COI's) that may influence which contractors should be awarded the task order.
2. Contractor Travel - Describe any local or long distance travel the contractor will have to perform to execute the task order. Identify details such as the to/from locations of the travel, numbers and duration of the trip.
3. Use measurable performance standards (i.e., in terms of quality, timeliness, quantity, etc.) and include performance incentives where appropriate.



Include other applicable special requests to include under this Task Order (optional).

Work Experience and Other Considerations:

Experience	Required	Preferred	N/A
Intramural programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grants management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling / calendar maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>			
Other Considerations	Required	Preferred	N/A
Interpersonal skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of specific laboratory equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>			
Technology	Required	Preferred	N/A
Microsoft Word	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Excel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Powerpoint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Outlook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>			

FIGURE 20: SPECIAL CONSIDERATIONS

4.2.7 Response Instructions

Users are able to create response instructions for vendors such as the number of hours to consider for pricing quotations and how many resumes per position are required. The system pre-populates this field

with default text that has been developed based on lessons learned from other task orders (Figure 21). However, this text may be altered by users to accommodate their specific requirements. For example, for task orders with multiple positions, it is recommended to add a clause stating that the Government reserves the right to award the task order to [multiple vendors](#). This allows flexibility in making awards if the most qualified personnel are spread among multiple vendors.

RESPONSE INSTRUCTIONS

Enter the proposal preparation instructions for the contractor to view. This may include document format, such as font, point size, and software (i.e. MS Word, PDF, etc.):

proposal submission, vendors shall provide a letter of commitment to verify availability. - For any optional quantity identified, vendors shall submit an hourly rate for each optional labor category, regardless if the required position is firm fixed price or labor hour. A resume for any optional quantity is not required at the time of proposal.

FIGURE 21: RESPONSE INSTRUCTIONS

4.2.8 Evaluation Criteria

Users are able to include the evaluation criteria the vendor proposals will be measured against. The system populates the field with default text that considers the proposed personnel and the cost as the two evaluation criteria (Figure 22). After the first year, past performance of earlier task orders may be evaluated but for the base year, it is asked that only proposed personnel and cost be considered.

EVALUATION CRITERIA

List the evaluation criteria for this SOW. At a minimum the criteria must be listed AND DESCRIBE the following criteria:

1. Technical (e.g. proposed personnel)
2. Cost/Price

Customers may add additional criteria as they choose.

The Government will award a task order resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers in

SAVE

NEXT

GENERATE PDF

FIGURE 22: EVALUATION CRITERIA

After all sections have been completed users will click "Generate PDF" and a PDF version of the requirements will be placed on the [Documents Tab](#). If users make alterations to the requirements, a new PDF should be generated to replace the existing one.

4.3 Attachments

Users are able to attach additional documents to the TORP such as specific duties to be performed, an Independent Government Cost Estimate (IGCE), a Determinations & Findings (D&F) for Labor Hour contracts, and a [Quality Assurance Surveillance Plan \(QASP\)](#).

Every task order will require an IGCE. If the task order is performance based, a QASP will also be required. The LTASC Program Support Team has developed an IGCE template and a sample QASP for your convenience. Some templates are available as quick links on the menu to the left of the page. Contact the LTASC Solutions Center (301-435-5468) if you need assistance.

In addition to the required documents, the system will automatically attach the PDF generated earlier as discussed in the previous section. To better define the position, users may also add a document outlining the duties and responsibilities of the administrative support position being solicited.

Please note that documents intended to be seen by the vendor, such as a position description or a QASP, will be attached using the "SOW Attachment" or "Other Public Attachment" document type. Documents intended to be seen only by NIH employees will be attached using the "Other Internal Attachment" document type (Figure 23).

ATTACH FILES

* Document Type:

Select

Note: The IGCE Document is Mandatory. The D&F Document is required for Labor Hour Task Orders.

* Title:

Description:

* File to Attach:

Browse...

Please use alphanumeric characters only (special characters such as "#" are not supported).



ATTACH

LIST OF ATTACHMENTS

Files VISIBLE to Contractors

No.	Type	Title	Description	Filename	Remove
There are currently no attachments.					

Files HIDDEN from Contractors

No.	Type	Title	Description	Filename	Remove
1	IGCE	IGCE		 IGCE.pdf (303444 bytes)	

UPDATE

REVIEW AND SUBMIT

FIGURE 23: ATTACHMENTS SCREEN

4.4 Review and Submit

After users populate the TORP information and attach the required documents, it is recommended that they contact the CO either by phone or via email to notify them that the TORP is ready for their review and approval. Before submitting the TORP to the LTASC Program Support Team it is required that the CO reviews the TORP and approves it for release.

Users will click on "Review and Submit" at the bottom of the attachments screen and then click on the "Submit to LTASC" button at the bottom of the *Summary* Tab. This action routes the TORP to the LTASC Program Support Team for [review](#) and [release](#) to the vendors.

The TORP may be routed back to the user by the LTASC Program Support Team if revisions are requested. Releasing the TORP to the vendors will be the responsibility of the LTASC Program Support Team. The timing of the release will be based on the [schedule defined previously](#), but will be contingent on approval by the LTASC Program Support Team. The system will send out an email notification to the individuals assigned to the task order to inform them that the task order has been released.

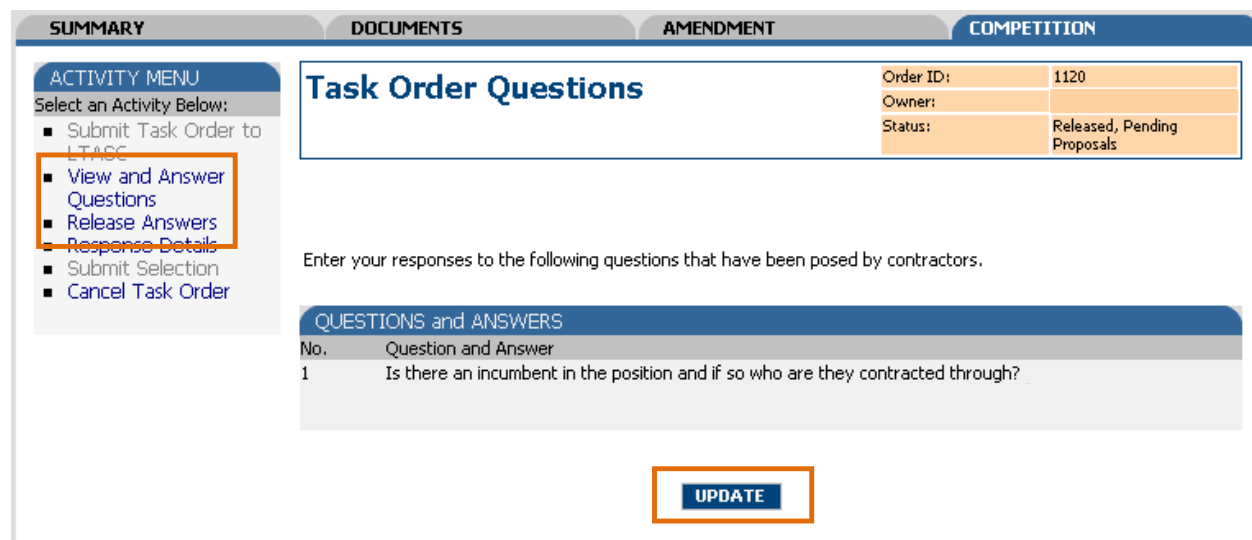
5 View and Manage LTASC Task Orders

After an LTASC task order is initiated in the system, users may return at any time to view and manage the task order. Users would click on ["View and Manage LTASC Task Order"](#) if they needed to return to a TORP to complete the definition process. If a TORP has been released, users would return to the task order to perform activities such as answer questions, create an amendment, review proposals, and make an award selection. The following sections will describe these activities.

5.1 Respond to Questions

Vendors will have an opportunity to submit questions during the period of time between the release date and the questions deadline as defined by the order processing schedule described in [Section 4.1.6](#) of this user manual. Individuals assigned to a task order will receive an email notification indicating the question period has ended. However, those assigned to the task order may enter the system at any point before the deadline passes to see the questions submitted.

To view or respond to the submitted questions, users may enter the system and click on "View and Answer Questions" located on the left side of the *Summary* Tab screen under the *Activity* Menu. Users are able to type answers in the provided fields at any time but must remember to click "Update" to save their responses. Only the Contracting Officer should release the answers to the vendors by clicking on the "Release Answers" link in the *Activity* Menu. These steps are highlighted below in Figure 24.



SUMMARY		DOCUMENTS	AMENDMENT	COMPETITION						
Task Order Questions <table border="1"> <tr> <td>Order ID:</td> <td>1120</td> </tr> <tr> <td>Owner:</td> <td></td> </tr> <tr> <td>Status:</td> <td>Released, Pending Proposals</td> </tr> </table>					Order ID:	1120	Owner:		Status:	Released, Pending Proposals
Order ID:	1120									
Owner:										
Status:	Released, Pending Proposals									
Enter your responses to the following questions that have been posed by contractors.										
<table border="1"> <thead> <tr> <th colspan="2">QUESTIONS and ANSWERS</th> </tr> <tr> <th>No.</th> <th>Question and Answer</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Is there an incumbent in the position and if so who are they contracted through?</td> </tr> </tbody> </table>					QUESTIONS and ANSWERS		No.	Question and Answer	1	Is there an incumbent in the position and if so who are they contracted through?
QUESTIONS and ANSWERS										
No.	Question and Answer									
1	Is there an incumbent in the position and if so who are they contracted through?									
<div>UPDATE</div>										

FIGURE 24: QUESTION AND ANSWER PERIOD

5.2 Create an Amendment

If users need to make a change to a TORP after it has been released to vendors, they can create an amendment. The amendment is created in the system by the CO assigned to the task order, approved by the LTASC Program Support Team, and released to the vendors. An email notification is sent to all assigned to the task order and to the vendors informing them that an amendment was released.

During the time after the TORP is released and before the proposals are due, users may click on the *Amendment* Tab if they wish to make a change to the original TORP, including points of contact, order processing schedule, and content.

Click on "New Amendment" in the menu along the left hand side to begin (Figure 25). Since vendors will only be able to see the text users type into the open field and documents they attach, it is recommended that a Standard Form 30 "Amendment of Solicitation / Modification of Contract" be completed and attached detailing the change. Users may use the open field to briefly describe the change but direct

users to the attachment for details. The text entered in the open field will appear in the email notification received by the vendors and those assigned to the task order.

The CO will submit the amendment to the LTASC Program Support Team that will review the change to verify that that it is within scope. If approved, the amendment will be released to the vendors. The email notification will direct vendors to the system where the attached amendment may be viewed in the [Documents Tab](#).

FIGURE 25: AMENDMENT SCREEN

5.3 Evaluate Proposals

The evaluation period begins once the proposal deadline passes. Individuals assigned to the task order will receive a notification indicating the proposal deadline has passed triggering them to enter the system. Though the proposals are accessible once the vendors submit them, it is recommended that users enter the system and view the submitted proposals after the deadline has passed since the vendors have the ability to replace an existing proposal up until the proposal deadline.

Click on the *Documents* Tab to view the proposals submitted by the vendors. Each participating vendor shall include a technical proposal and price proposal in their submission. The IC Task Order Project Officer is able to view the technical proposals and the COAC Contracting Officer is able to view the technical and price proposals. Refer to [Volume 1 Section 3.4](#) to learn more about what to expect from a proposal.

FIGURE 26: VIEWING PROPOSALS

5.4 Select an Awardee

After the proposals have been evaluated, users may make a selection using the *Selection* screen shown in Figure 27. Users will indicate the awardee using the dropdown menu highlighted in orange and then provide a justification for their choice. A [Selection Recommendation Document \(SRD\)](#) may be attached or a justification may be written in the space provided. For an SRD template, contact the LTASC Solutions Center (301-435-5468). Users will also indicate the award date and the award amounts for the base year and option years based on the awardee's price submission.

A single TORP requiring two or more administrative support personnel may be awarded to multiple vendors if it is clearly communicated to the vendors in the TORP (i.e., each position may be awarded to a different vendor). The IC Task Order Project Officer should discuss this option with the COAC representative to determine if this is the right approach for a particular task order. The allowance of multiple award task orders is at the discretion of the COAC.

The determination to allow multiple awards was made after the development of eGOS. The current version of the system does not allow for the selection of multiple awards but the module is being updated. Contact the LTASC Solutions Center at 301-435-5468 for guidance.

Though the PO will be able to select the awardee from the dropdown and enter the justification, only the CO will be able to submit the selection and release the [award announcement](#). The CO will make the award in NBS before submitting the selection. For more information regarding award entries in NBS please refer to the following link:

https://nbrssprod.cit.nih.gov:8050/NBRSSDocs/AcquisitionNAVs/Sa_Contracts/Sep2010/NAV011PO%20-%20Complete%20a%20Task-Delivery%20Order_09172010.pdf

When the CO submits the selection, the vendors and those assigned to the task order will receive an email notification that the task order has been awarded.

The CO will send the signed task order to the vendor as they would normally. The vendor is expected to [upload the signed task order](#) document into eGOS within five days of receiving the award document.

SUMMARY		DOCUMENTS	
SELECTION MENU Solution Recommendation Document Package (SRDP) 1. Selection Submit Selection ■ Review & Submit		Selection Order ID: 1105 Owner: Status: Evaluation SAVE DONE	
Award Decision: Title: 1105: OLAO DLS Requires 1 Admin Support Personnel Contracting Officer (CO): Mr Larry Manning, Phone: 301.402.3067 Fax: 301.496.8486 Email: ManningL@odpsm2.od.nih.gov			
Contractors Submitting Proposals: Contractor Advanced Automation Technologies, Inc. Amex International, Inc. Aquiline, Inc. Beacon Associates, Inc. Coastal Management Solutions, Inc. ConTemporaries, Inc. Encore Management Corporation Focused Management, Inc. GAP Solutions, Inc. Intaset Technologies Corporation Manufacturing Engineering Systems, Inc. Staffing Alternatives, Inc.			
Prime Contractor Recommended for Award:		Select	
Documentation of Award Decision: For all proposals received and evaluated, provide a narrative summarizing the evaluation results for each contractor's submission and describing the rationale for the Best Value decision for the recommended prime contractor to be awarded this task order. Rationale Results:			
[attach file]			
Award Date:		Sep 17 2010	
Negotiated Amounts:			
	Amount	Total (Award Ceiling)	
Base Year	0.00	\$0.00	
Option Year 1	0.00	\$0.00	
Option Year 2	0.00	\$0.00	
Option Year 3	0.00	\$0.00	
Option Year 4	0.00	\$0.00	
SAVE DONE			

FIGURE 27: SELECTION SCREEN